



“A Great Resource for Students”

Albion College Expands Options for Support With TimelyCare

Summary

Type:

Private Liberal Arts

Location:

Albion, Michigan

Enrollment:

~1,300

Athletics:

NCAA Division III

Founded:

1835

Launched TimelyCare:

Fall 2022



Campus Impact of TimelyCare



83% of users reported mental health improvement using TimelyCare

Challenge

When Albion College's on-campus health services closed before the COVID-19 pandemic, “it became clear that we needed to shift to a more blended model,” according to Melissa Sommers, assistant director of campus wellness. With nearly a quarter of students living out of state, consistently connecting students to care was a challenge. As mental health care takes on a more significant priority with students back on campus, virtual care helps Albion address:

- Increased demand for mental health resources
- After-hours support
- The need to connect out-of-state students to care
- How to help students overcome barriers to support, such as cost, insurance, and transportation

“Mental health is a large demand on our campus. TimelyCare has been a great option to offer those students with busy schedules who cannot find the time to come into our office.”

Michelle Croce, Psy.D.
Director for Mental Health/Counseling

“When our on-campus counselors’ schedules get full, TimelyCare has helped students to still seek the care they need.”

Shannon Ufkes , MA, LLP, CAADC
Assistant Director for
Mental Health/Counseling



Campus Impact of TimelyCare



4 minutes: average wait time for on-demand emotional support



59% of all visits occurred after hours and on weekends



47% of users said they would have done nothing if TimelyCare was not available to them

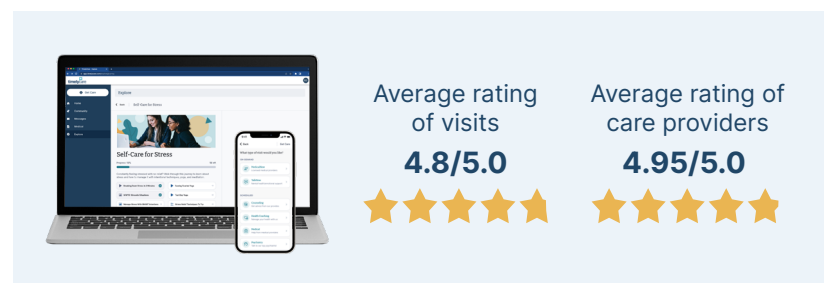
Solution

Albion College partnered with TimelyCare to provide a comprehensive care solution that ensures students have easy access to care. With more than 40% of the student body being student-athletes, TimelyCare's flexibility is essential. “The 24/7 virtual care has been a help with students’ busy class, sports, and life schedules,” said Sommers. TimelyCare complements Albion’s campus health resources with:

- On-demand emotional support
- Scheduled counseling
- Advanced psychiatric care
- On-demand urgent medical care
- Scheduled medical support
- Health coaching
- On-demand self-care tools and resources
- An online community of peers

“Without TimelyCare, we would be spending more time navigating the healthcare system, trying to find physicians who accept certain insurances, and ensuring students have transportation to appointments.”

Michelle Croce , Psy.D.
Director for Mental Health/Counseling



Results

When students need after-hours appointments, in-the-moment care, or support over breaks, TimelyCare helps fill gaps in care. TimelyCare supports Albion College students with care available whenever, wherever, and however students need it.